



**TRICARE Europe**

# TRICARE As You PCS

TEO FS-4

"Your Passport to Quality Health"

Fact Sheet



*If you are enrolled in TRICARE Europe Prime and will be leaving the region in the near future, rest assured that Prime provides terrific coverage and reduced out-of-pocket expenses for you and your family — even when you are between assignments. You'll also find that transferring your enrollment in TRICARE Prime is easy if you choose to do so once you have arrived at your new home. Once you are back in the states, however, you may have some choices to make about your medical coverage. Here are some tips to make the transition seamless.*

## Prime Enrollment During Your Move

You must let your current **TRICARE Service Center** know that you are moving *before* you move. This protects you and your family from incurring unnecessary charges for unexpected emergency health care needs while you travel back to the states or to another overseas location. We will keep you enrolled for a maximum of 60 days from your departure date to your next assignment so your coverage is uninterrupted. If you wish to keep your family enrolled in TRICARE Prime following your move, complete a TRICARE Prime enrollment transfer request at your new servicing TSC once you arrive at your next duty station.

## Emergency Health Care in Transit

Don't hesitate to get emergency medical care while you and your family are in transit from Europe to your next home. Go to the nearest military or civilian emergency room. Active Duty Family members enrolled in Prime should submit claims to the address listed in the next column.

## Routine Health Care in Transit

If it's not an emergency, we recommend you wait until you enroll in your gaining TRICARE Service Center (TSC) to receive care. If you cannot wait, and you are near a military hospital or clinic, go there first for care. If there is no military facility nearby, the following procedures should be followed:

**Active Duty (AD).** Non-emergency civilian care requires preauthorization from the nearest military treatment facility, or your gaining installation. Be sure to call first.

**Family Members.** If you need to obtain routine care from a civilian provider, there are a few things you will need to do:

- 1 Call the applicable toll-free number listed on the reverse page to find out if there is a TRICARE provider located near you.
- 2 If there is no network provider, make sure the civilian provider accepts the TRICARE/CHAMPUS allowable charges as payment in full. Otherwise, you may be responsible for some of the cost. Call your nearest TRICARE POC if you need help with this (see reverse).

No preauthorization is required for medical care for family members enrolled in TRICARE Europe when traveling in the U.S. However, you do need preauthorization for inpatient mental health care.

## Filing a Claim

While a civilian provider may file your claim, you may also be expected to pay first and then file the claim yourself. In either event, all claims for care (while still enrolled in Europe) should be mailed to:

### AD Family Members: AD Service Members:

TRICARE Europe	TRICARE Europe
WPS — Foreign Claims	WPS - Active Duty Claims Processing
P.O. Box 8976	P.O. Box 7968
Madison WI 53708-8976	Madison, WI 53707-7968

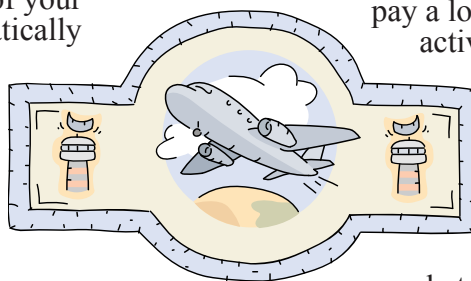
As a TRICARE Europe Prime enrollee, you should use these addresses to mail claims received from care delivered in the U.S. or abroad. See Fact Sheet 8: "Claims Basics" for information.

## Transferring Your TRICARE Prime Benefit

When you arrive at your next assignment, stop by your new TSC as soon as possible. Here you will be provided information about locally-available TRICARE programs so you can make an informed choice about your family's health care. A brief review of TRICARE

programs available in the U.S. is provided below. We have also included a list of toll-free phone numbers to obtain information packages on U.S. TRICARE programs. If you decide to remain enrolled in Prime at your new location, all you need to do is complete a form to transfer enrollment and obtain a new Primary Care Manager (PCM). Your new TSC will help you accomplish this.

If you do not transfer enrollment of your family members, they will automatically revert to TRICARE Standard (the basic CHAMPUS benefit) for their health care coverage at the end of their TRICARE Europe Prime enrollment period.



## TRICARE in the U.S.

If you are returning to the U.S. in the near future, the military health care system will offer you many health care options from which to select:

**TRICARE PRIME.** This is the managed-care, enrollment option of the TRICARE Program. Benefits of enrollment in Prime include enhanced preventive medicine benefits; assignment of a Primary Care Manager; access-to-care standards; and no enrollment fee or co-payments for active duty family members in

most cases. TRICARE Prime is currently available in every region of the U.S. Some locations within each state may not offer TRICARE Prime if there is a very small DoD beneficiary populations or no nearby military treatment facility.

**TRICARE EXTRA.** No enrollment is required for this program. Under TRICARE Extra, beneficiaries may seek health care from a network provider. After meeting deductible requirements, extra participants pay a lower cost share for services (for example, active duty families only pay 15% of the allowable charge, instead of 20%). This option is only available where Prime is offered.

**TRICARE STANDARD.** This option is available to eligible family members throughout the U.S and represents what was formerly called the basic CHAMPUS benefit. Currently the deductible is \$50 per person and \$100 per family for E-1 through E-4, \$150 per person and \$300 per family for E-5 and above.

## Contact Us

Contact the TSC or Beneficiary Counseling and Assistance Coordinator at the location nearest you. Additional information is also available at [www.europe.tricare.osd.mil](http://www.europe.tricare.osd.mil) and [www.tricare.osd.mil](http://www.tricare.osd.mil).

## TRICARE Key Contacts

### TRICARE North.....1-877-TRICARE DEERS

Connecticut, Delaware, the District of Columbia, Illinois, Indiana, Kentucky, Maine, Maryland, Massachusetts, Michigan, New Hampshire, New Jersey, New York, North Carolina, Ohio, Pennsylvania, Rhode Island, Vermont, Virginia, West Virginia and Wisconsin.

### TRICARE South .....1-800-444-5445

Alabama, Arkansas, Florida, Georgia, Louisiana, Mississippi, Oklahoma, South Carolina, Tennessee and the eastern portion of Texas.

### TRICARE West .....1-888-TRIWEST

Alaska, Arizona, California, Colorado, Hawaii, Idaho, Iowa, Kansas, Minnesota, Missouri, Montana, Nebraska, Nevada, New Mexico, North Dakota, Oregon, South Dakota, the western portion of Texas, Utah, Washington and Wyoming.

### TRICARE Overseas.....888-777-8343

TRICARE Europe, TRICARE Pacific, TRICARE Latin America & Canada

TRICARE is only available to sponsors and family members who are registered in the Defense Enrollment Eligibility Reporting System (DEERS). Maintaining eligibility in DEERS is the key to ensuring access to health care for sponsors and their family members.

Use the following contact information to update your DEERS information:

DEERS Support Office ATTN: COA  
400 Gigling Road  
Seaside, CA 93955-6771  
Hours of operation: 0600-1530, Pacific Time, M-F  
Phone: 1-800-538-9552 Fax: (831) 655-8317  
Email: [addrinfo@osd.pentagon.mil](mailto:addrinfo@osd.pentagon.mil)  
Online: [www.tricare.osd.mil/DEERSAddress/](http://www.tricare.osd.mil/DEERSAddress/)



*Note: These toll-free numbers are not free when dialing from overseas. However, you can contact a stateside base operator via DSN and ask them to place the number toll-free.*